

CWL resolves UK multi-site Active Directory corruption without downtime



"CWL have proved time and time again that they are able to support us at the highest level and through experience, I believe their Microsoft and Cisco professional services are second to none. Ultimately, it was the professional way we were dealt with and the refreshing "outside the box" solution approach that convinced us that CWL were the partner of choice for us!"

Geoff Stone – UK IT Manager, DORMA UK

Overview

DORMA UK Limited and DORMA Ireland Limited make up the UK & Ireland region. Each has five specialist divisions comprising: Door Controls, Automatics, Glass, Movable Walls and Service.

In the UK the five divisions are controlled from the Hitchin office. In addition, the service division also has regional offices in Bristol, Jarrow and Fife. In total, the DORMA UK Network is spread over six sites throughout the UK and Ireland.

DORMA UK, having seen rapid growth over the last ten years, had experienced slow network performance and periods of unscheduled downtime. At the heart of the problem was a corrupt Active Directory with no reliable data backups from which to recover from. At the same time, DORMA UK needed to take a long-term view and implement an infrastructure that would provide the right IT backbone for them and ensure that the IT partner they chose was able to both resolve the immediate problems with no downtime and help form and implement their IT vision over the next 2-5 years.

The challenge

DORMA UK needed to address their network infrastructure challenges without downtime, enabling their critical business processes to continue. Prior to CWL's involvement, an alternative "big bang" suggestion was presented by a IT reseller that involved constructing a second



The DORMA Group is a globally active supplier of door technology systems and allied products. The activities are divided into five product areas and are then split geographically into 13 regions, one of which is the UK & Ireland.

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Parallel network from scratch, with a "changeover" day scheduled. This method was projected to take approx 20 days of labour and involved significant amounts of user downtime. As no client operating systems or hardware upgrades were to take place, the entire stabilisation procedure was concentrated on the existing back-office server infrastructure.

The solution

A complete infrastructure healthcheck was completed by CWL - detailing existing network bottleneck problems, active directory errors and failed previous upgrade attempts. Relevant best practice, industry-standard suggestions and schematics were presented to the financial controller, along with cost comparisons, future implications analysis and network growth indicators. CWL's approach was based on "outside the box" mentality. CWL decided to perform the best solution based on DORMA's critical need for business continuity by performing a "disaster recovery" of their servers in our testing lab using a new full backup of their servers, thereby recreating an exact replication of DORMA's network infrastructure. This enabled CWL to identify and resolve the Active Directory issues offline and not impact DORMA's real-time business operations. This was perceived by the IT Manager of DORMA as the best way to achieve a seamless repair to the network.

Summary

After testing several possible resolutions in CWL's testing lab, CWL managed to fully repair the Active Directory and DNS corruptions and replication problems without downtime to users. The only impact on DORMA's network was the reboot of certain servers during lunchtime blocks, allowing no inconvenience to users.

DORMA now has a stable network with reliable Active Directory replication and load-balanced authentication between all remote sites as well as improved network name resolution, due to the re-configuration the network DNS. Due to the improved network, the loads on critical servers also reduced to a more acceptable level, increasing DORMA's application and data access time across all sites.

"The level of user confidence in IT has vastly improved across all six sites."

Geoff Stone

DORMA UK's Support Programme included the following CWL Services.

NetProtect: Designed around business critical devices and covers up to 365x7x24. Service options include an Engineer on site with a replacement part or guaranteed loan within either 2 or 4 hours. This service includes installation of operating system **and** the restoration of data.

Gold: Designed around a service delivery of 9-5, working week only. The service includes an Engineer on site within 4 hours. It also includes a loan when possible **and** installation of operating systems.

Silver: Designed around a service delivery of 9-5, working week only. The service includes an Engineer on site Next Business Day.

FOR MORE INFORMATION

For more information about our availability solutions and Professional Services. Call CWL Systems on 01480 217777 today

